



PRESS RELEASE — Aug. 31, 2015

Communications: 972-624-3156

Clarification regarding water billing release

THE COLONY, Texas — The City wishes to clarify part of the press release that went out earlier today regarding water billing. The release mentioned that the high water bill issue was affecting the western side of the city. This statement has led many to ask, why only the west side and not also the east?

The reason is because the City is divided into several billing zones. These zones are billed at different times and have slightly different billing dates. The zones on the west side of town have received their bills while the east zones' bills will be coming out over the next few days. We are seeing similar increases in the eastern zones' bills we have reviewed as we have seen in the western zones.

The City understands there are many residents with concerns about their water bills. It is our desire to do everything we can to work with our customers and resolve any issues. Anyone who feels that their bill is incorrect, please call The Colony Utility Office at 972-624-3100. We will be happy to personally and individually verify the reading and go over the usage with each resident that calls.

###